



Purpose

The purpose of this activity is to re-stimulate delegates when they start to tire. A good time to use it is directly after lunch in the 'graveyard shift' or as a brain break during a heavy session. It can also help to 'drive home' the importance of working as one team and that successful businesses rely on departments/individuals working as a united workforce and not in a 'silo or insular' manner.

Timings

As long as required.

Trainer's note

For this activity you will need a number of Koosh Balls. These can be obtained online from 'The Training Shop' or Amazon. Alternatively you can buy small plastic balls (the size of a tennis ball) from 'Toys are Us' very cheaply or beanbags. You will need the same number of balls as you have delegates.



Instructions

- Explain the rationale of this activity.
 - Tell delegates they are going to participate in a fun activity called koosh mania.
 - Ask all the delegates to stand up and form a circle.
 - Allocate a different role in the business to each person giving each role a name.
 - You will start by throwing one ball to the person diagonally opposite you whilst saying the name of your allocated role out loud (manager/trainer).
- The person who received the ball needs to remember who threw the ball to them and then throw the ball to a different person, again shouting out their allocated role as they throw the ball.
- This process continues until each person in the circle has received the ball once and thrown it to another person once. The first part of this activity finishes when the last person to receive the ball throws it back to you saying their allocated role aloud.
- Ask the group how easy that was and then repeat it again, this time doing it faster. The ball will go from person to person in the exact same order as first time round.
- Having done this, ask how well the group can work as a team and listen to their responses.
- Explain they are going to repeat the activity, but this time there will be the same number of balls being used as there are delegates. Also explain that every ball that falls on the floor represents a lost customer or lost sales opportunity. (You can decide what you want the balls to represent and this will be dictated by the content of the event/course/meeting.)





- Having explained what the balls represent, start the activity and throw the first ball to the person you had previously thrown it to. As soon as you have thrown the first ball, throw the second one, and third and so on. The order of the balls going around the circle should always stay the same as in the first occasion the activity was done. Also remember that as you (and delegates) are throwing the balls, you need to shout out your allocated role every time a ball is thrown.
- The activity will probably result in some degree of chaos with many of the balls being dropped.
- At any point when there are a number of balls on the floor or some delegates holding a few balls in their hands stop the activity and ask the group what is going on.
- Ask why some delegates have a few balls in their hands, whilst others have none. Ask them why some 'customers or sales opportunities' were lost and try to get them to identify the cause. The reality is that a number of people in the circle dropped the balls and it is impossible to allocate blame to any one person or role within a team.
- What this activity should show is that in any organisation, to retain customers or maximise sales opportunities, it requires a number of different roles to work closely (and effectively) with each other and support one another.
- Explain that whilst this activity is a bit of fun, a serious/important message lies behind the fun element.
- Now ask the group how they think they can work well together to ensure no balls are dropped.
- Having heard their solutions, start the activity again with you throwing out the balls in the same order and try and practise the group's solutions.
- After doing this, have a collective discussion about what delegates have learned about team work from this activity.

